

***November 15, 2017***

Planning Council Presentation Title Here

# **IMPACT's mission is to change lives, for good.**

- Helps restore the health and productivity of individuals, organizations and workplaces leading to an improved quality of life for our entire community
- Has served the community for more than 50 years
- Is a regional service provider headquartered in Southeastern Wisconsin

## **IMPACT's Family of Services**

### **IMPACT 2-1-1**

is a central access point during times of personal crisis or community disaster to get connected to information and assistance.

### **IMPACT Planning Council**

conducts research, evaluates data and convenes stakeholders to advance community health and human services

### **IMPACT Alcohol and Drug Abuse Services**

includes consultation and referral for those concerned about alcohol or drug use.

### **IMPACT Awareness**

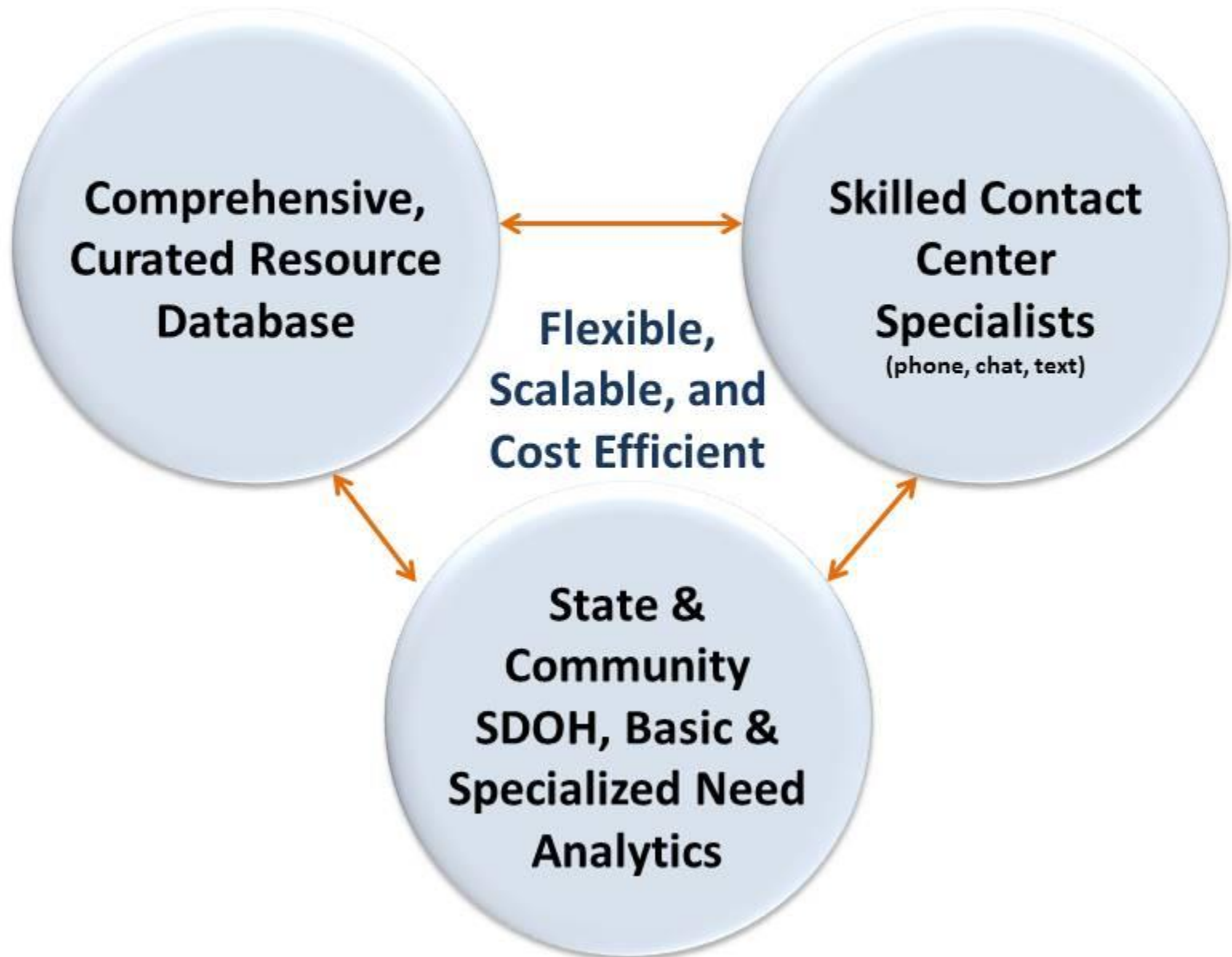
raises community consciousness about risky drinking and promotes healthy lifestyles.



Serving nine counties throughout Southeastern Wisconsin.

- 2-1-1 Wisconsin consists of seven providers.
- IMPACT 2-1-1 responded to 64% of the state's calls in 2016, covering 79% of the state population over nights, weekends and holidays
- 2-1-1 Wisconsin is the 10<sup>th</sup> largest system in the United States
- IMPACT 2-1-1 had the 11<sup>th</sup> highest call volume in 2016 in US \*
- 93% of the U.S. population is served by a 2-1-1 system

## 2-1-1 Wisconsin: Suite of Services



# Resource Library

- Most complete inventory of family, health and human service providers in the nine-county region plus access to the entire State of Wisconsin set of resources.

	IMPACT 2-1-1	2-1-1 Wisconsin System
Agencies	1,751	14,201
Sites	4,484	24,145
Programs	4,220	22,147
Services	26,034	173,510



*Get Connected. Get Answers.*



**Thank you to the United Way of Washington  
County for supporting IMPACT 2-1-1!!**



**United Way of  
Washington County**



# **IMPACT 2-1-1**

**Can be reached 24 / 7 / 365**

**Simply dial 2-1-1, or**

**414-773-0211, or**

**Toll free at 1-866-211-3380**

**Text message ZIP Code to 898-211**

**Chat message, go to**

**<http://www.impactinc.org/impact-2-1-1/>**



# Phone Answering Metrics

Period	Speed of Answer
January 2017	1 min. 55 sec.
February 2017	1 min. 49 sec.
March 2017	1 min. 25 sec.
April 2017	1 min. 16 sec.
May 2017	1 min. 51 sec.
June 2017	1 min. 48 sec.
July 2017	1 min. 59 sec.
<i>August 2017</i>	<i>3 min. 9 sec.</i>
September 2017	1 min. 56 sec.
October 2017	1 min. 46 sec.
Year-so-far	1 min. 51 sec.

**\* Flood Calls**

[www.impactinc.org](http://www.impactinc.org)

# How we do our work



# How we do our work

*Assessing and defining* a presenting problem and underlying issues

*Problem solving* to identify a course of action and options

*Matching resources* to address the problem

*Assisting with system navigation* and *providing advocacy* when needed

*Following-up* for complicated and serious situations

*Conducting* quality assurance follow-ups



## Contact Volume for the year-so-far: Washington County Customers

Month	Number
January	77
February	60
March	59
April	64
May	61
June	45
July	67
August	61
September	48
<b>Total Contacts</b>	<b>542</b>

# Social Determinants of Health

Basic human needs often trump health needs. When people cannot feed their families, pay the bills to keep their heat on, or pay the rent, getting a mammogram or colonoscopy (or any other health action) is understandably a secondary concern. Increasingly, public health professionals are realizing that it is important for health interventions to respond to individuals within their social context (Fielding, 2013). To improve health and reduce health disparities, public health professionals must find ways of addressing unmet basic needs in vulnerable populations.

Unmet basic needs do not simply co-occur with health disparities; they diminish people's ability to attend to health issues as well as their responses to interventions promoting health.

Tess Thompson, MPH, MPhil<sup>1</sup>, Matthew W. Kreuter, PhD<sup>1</sup>,  
and Sonia Boyum, MA, MS<sup>1</sup>

# Social Determinants of Health

**Social determinants of health are micro (small scale) and macro level (large scale):**

- **Individual (age, gender, race, language)**
- **Behavior and Choices (smoker, eating habits, exercise, drug use)**
- **Access To (healthcare, housing, food security, employment)**
- **Environment (sidewalks, parks, neighborhoods, public transportation)**
- **Community/Politics**

# What are our customers calling about?

Washington County Customers

(major categories)

*January – September 2017*

Service Requests by Category	Ttl	Pct of Callers
Housing	259	48.0%
Substance Use Disorder	122	22.6%
Mental Health	56	10.4%
Health Care	54	10.0%
Legal, Consumer and Public Safety	53	9.8%
Utilities	48	8.9%
Income Support/Assistance	40	7.4%
Food/Meals	34	6.3%
Individual, Family and Community Support	31	5.7%
Information Services	24	4.4%
Clothing/Personal/Household Needs	17	3.1%
Transportation	17	3.1%
Employment	9	1.7%
Other Government/Economic Services	8	1.5%
Volunteers/Donations	6	1.1%
Education	3	0.6%
Arts, Culture and Recreation	0	0.0%
Disaster Services	0	0.0%



## What are our customers calling about?

Washington County Customers

(major categories)

*January – September 2017*

Service Requests by Category	Ttl	Pct of Callers
Housing and Shelter	259	48.0%
Health, Mental Health, Substance Abuse	232	43.0%
Community and Legal Services	125	23.1%
Other Basic Needs	82	15.2%
Income Security	49	9.1%
Food	34	6.3%

# Agency Referrals: Washington County Customers January to September 2017

Top Ten Agency Referrals	Ttl	Pct of Callers
SALVATION ARMY OF WASHINGTON COUNTY	84	15.6%
SAINT VINCENT DE PAUL SOCIETY - WASHINGTON CO	72	13.3%
WASHINGTON COUNTY HUMAN SERVICES DEPARTMENT	63	11.7%
FAMILY PROMISE OF WASHINGTON COUNTY	47	8.7%
RESCARE, INC	38	7.0%
AFFILIATED CLINICAL SERVICES, INC	31	5.7%
PROHEALTH CARE MEDICAL ASSOCIATES	28	5.2%
RURAL HOUSING	27	5.0%
AGING AND DISABILITY RESOURCE CENTER OF WASHINGTON COUNTY	18	3.3%
AURORA BEHAVIORAL HEALTH SERVICES	16	3.0%

# Washington County Customers

## January to September 2017

Calls Rank	Municipality	Calls	Pct
1	West Bend	271	50.2%
2	Hartford	68	12.6%
3	Germantown	49	9.1%
4	Kewaskum	38	7.0%
5	Jackson	33	6.1%
6	Slinger	24	4.4%
7	Hubertus	16	3.0%
8	Colgate	15	2.8%
9	Allenton	10	1.9%
10	Richfield	5	0.9%
11	Fredonia	4	0.7%
12	Cedarburg	3	0.6%
13	Hartland	2	0.4%
T14	Newburg	1	0.2%
T14	Theresa	1	0.2%
Total		540	

# ***Crisis Intervention Steps***

- **Assess for safety and intervene if needed**
  - **911**
  - **Local police**
- **Provide warm transfer to appropriate experts**
  - **Mental health professionals**
  - **Child abuse/neglect**
  - **Elder and dependent adult abuse/neglect**
  - **Domestic violence**
  - **Sexual Assault Treatment Center**
  - **Health professionals**
    - **Nurse lines**
- **Schedule a follow up call**
  - **Check in**
  - **Additional resources or help?**

# ***Collaborations and Services***

## **County Health and Human Services**

- Behavioral health
- Substance use disorders
- Adult protective services
- Child protective services
- Department on Aging
- Emergency Management

## **Afterhours Relief**

- My Choice Family Care (serves 22 counties in WI)
- Parent Helpline
- 2-1-1 statewide assistance

## **Special Initiatives**

- VITA free tax preparation assistance
- Sister Pact
- Waukesha County Heroin and Other Illicit Drug Abuse Task Force
- West Allis Mental Health Task Force
- Milwaukee County Shelter Coordinated Entry

# ***Emergency Preparedness and Response***



## **History**

- Hurricane response and preparedness
- Public health emergencies
- Flooding
- First responder support

## **Participation**

- Hurricane Katrina Evacuee Response
- Hurricanes Harvey and Irma Preparedness
- Regional and Local Flooding in SE Wisconsin
- Long-term recovery
- Excessive Heat/Cold Task Force
- Influenza
- Waterborne Illness
- Diversion from non-emergency 911 calls
- “Crisis Intervention Teams” Training
- Address Social Determinants of Health
- Get Resources into the Hands of Responders

**Thank you to the United Way of Washington  
County for supporting IMPACT 2-1-1!!**



**United Way of  
Washington County**





For more information visit [www.impactinc.org](http://www.impactinc.org)

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